

<b>Notice of References Cited</b>	Application/Control No. 09/778,311	Applicant(s)/Patent Under Reexamination CALLAHAN ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 1 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2001/0049619	12-2001	POWELL et al.	705/9
*	B	US-2002/0026342	02-2002	Lane et al.	705/8
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U I	Hickey, Kathleen, "Right Place, Right Time", Nov 1999, Traffic World, v260, n4, p47, Dialog 06791905 57430340.
	V I	PRNewswire, "PointServe Launches Breakthrough On-Line Scheduling Solutions to Dramatically Improve the Reliability of Home and Business-Oriented... in Salt Lake City on Nov 1; National Launch Slated for Early 2000", Oct 1999, p.1, ProQuest ID 45806204.
	W I	Satran, Dick, "Rocket Scientist tries improving service industry", Oct 1999, Vancouver Sun, Vancouver, B.C., p.E2, ProQuest ID 08321299.
	X I	Hall, John, R; "New Service Website Holds Promise for Contractors", Nov 1999, Air Conditioning, Heating & Refrigeration News; 208, 13; ABI/INFORM Global, p.1.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/778,311		Applicant(s)/Patent Under Reexamination CALLAHAN ET AL.	
	Examiner Jonathan G. Sterrett		Art Unit 3623	Page 2 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U <sup>2</sup>	Francett, Barbara, "An Exercise in Utility", June 1997, Software Magazine; 17, 6; ABI/INFORM Global, p.75.
	V <sup>2</sup>	BusinessWire, "IET-Intelligent Electronics' TechMate Home Appliance Problem Resolution Functionality Opens the Door to the Home of the Future", Aug 1999, p.1538, Dialog 06598236 55602263.
	W <sup>2</sup>	"Sears Repair Form", October 1999, archive.bibalex.org webpage of Sears.com, <a href="http://archive.bibalex.org/web/19991012022151/sears.com/searshomecentral/apprepair/form.htm">http://archive.bibalex.org/web/19991012022151/sears.com/searshomecentral/apprepair/form.htm</a> .
	X <sup>2</sup>	Hanover, Dan, "Up next for Sears: Selling Appliances Online", Apr 1999, Chain Store Age; 75, 4; ABI/INFORM Global, p91.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/778,311	Applicant(s)/Patent Under Reexamination CALLAHAN ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 3 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U3	Ciccolella, Cathy; Smith, Steve; "Sears puts majaps online", February 22, 1999, TWICE, 14, 5; p.1.
	V3	PR Newswire, "Sears Launches New Web site for Do-it-Yourselfers", Apr 13, 1999, ProQuest ID 40503993, p.1.
	W3	Bond, Patti, "Sears to Sell Large Appliances Online Beginning Today", May 13, 1999, The Atlanta-Journal Constitution, ProQuest ID 41327849, p.1.
	X3	Brumback, Nancy, "Sears sees web site as add-on volume for all inventory", March 1999, HFN, p38(1), Dialog 06180089 54053435.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/778,311		Applicant(s)/Patent Under Reexamination CALLAHAN ET AL.	
	Examiner Jonathan G. Sterrett		Art Unit 3623	Page 4 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U ¶	PRNewswire, "Sears Announces Plans to Offer the largest selection of appliances on the web", Feb 1999, p6741, Dialog 06137269 53895923.
	V ¶	Wiegel, Don; Cao, Buyang; "Applying GIS and OR Techniques to Solve Sears Technician-Dispatching and Home-Delivery Problems", Jan/Feb 1999, Interfaces, 29, 1; ABI/INFORM Global, pp.112.
	W ¶	Canada NewsWire, "ServiceMaster Selects USWeb/CKS to Build WeServeHomes.com", Feb 2000, ProQuest ID 54539040, p.1.
	X ¶	BusinessWire, "Connectria Unveils ServeClick To Enable The Next Wave of E-commerce—'E-scheduling' of Services, Appointments & Reservations", Jan 2000, p.1 ProQuest ID 47622109.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 09/778,311		Applicant(s)/Patent Under Reexamination CALLAHAN ET AL.	
	Examiner Jonathan G. Sterrett		Art Unit 3623	Page 5 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	US	PR Newswire, "RepairNow.com and National Electronics Warranty 'dot.com' Customer Service Infrastructure for Online Retailers", Dec 1999, p.1, ProQuest ID 47555417.
	VS	M2 Presswire, "Tadpole Technology: Tadpole's new mobile GIS system poised to revolutionise utilities' field systems", Apr 1999, ProQuest ID 40983079, p.1.
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.